



TSB # 17-2021

April 22, 2021

Page 1 of 4

TO: ALL BOURGAULT DEALERS
ATTN: SERVICE MANAGER, SALES MANAGER, PARTS MANAGER
SUBJECT: Changes to TOPCON “Remote Support”

INFORMATION BULLETIN:

The X35 monitor has a Remote Support feature – allowing the ability to “screen share” from a remote location using the X35’s built in wireless connection. This feature can be extremely valuable in taking control of the monitor to make required changes or adjustments, working with machine operators to review settings and providing assistance on how to perform any number operational items, this can be done from a computer or mobile device (phone/tablet).

Recent changes to an authentication server has potentially dis-abled access to the existing “Horizon Remote Support APP”



IF you are currently logged into the APP then you will continue to have Remote Support functionality, however once you log out you will need to take steps in order to again have the ability to use the Remote Support. Additionally if you have a new mobile device, are a new dealer technician, new to Bourgault products the steps beginning on page two will need to be followed.

Be aware that Topcon is moving towards a new data management platform called TAP. TAP contains many end-user features, however creating a new TAP account is the only way to access the “Remote Support” feature.

Please follow the instructions listed on the next two pages to create your TAP account to begin or resume use of Horizon Remote Support.

- (1) Go to the following website: <https://tap.topconagriculture.com/>
- (2) Click the “Sign up, it’s free” button:



- (3) Choose the “Farmer” option and the “Sign up, it’s free” button:

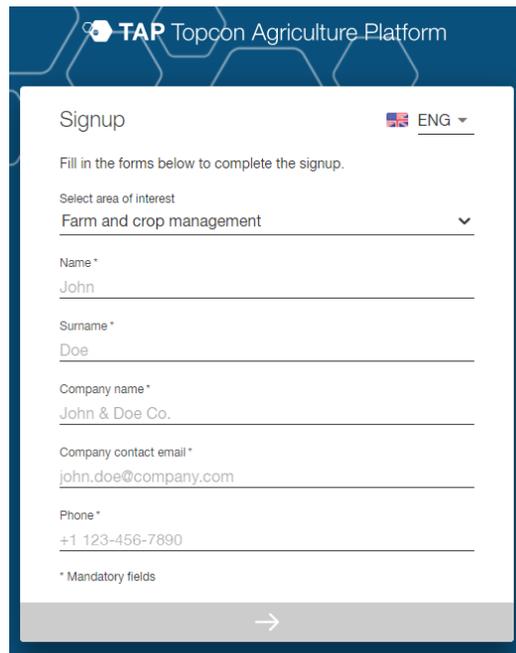
Farmer

[LEARN MORE](#) →

We’ve been listening to farmers for decades and their challenges are clear. Today’s farmer must do more with less inputs, less labor and less time. Welcome to TAP. TAP helps you easily and seamlessly send your field data to the cloud for easy organization, retrieval and sharing. Imagine all of your data. Organized. And in one place.

SIGN UP, IT'S FREE

- (4) Fill in the necessary fields:



TAP Topcon Agriculture Platform

Signup ENG

Fill in the forms below to complete the signup.

Select area of interest
Farm and crop management

Name *
John

Surname *
Doe

Company name *
John & Doe Co.

Company contact email *
john.doe@company.com

Phone *
+1 123-456-7890

* Mandatory fields

→



- (5) Once you have completed entering your information it will send you a confirmation e-mail with a link to follow; click the “Get Started” button:



Hello Your name here

Congratulations! You've successfully signed up for TAP.

Once you're ready to start, log into your TAP account

from the button below

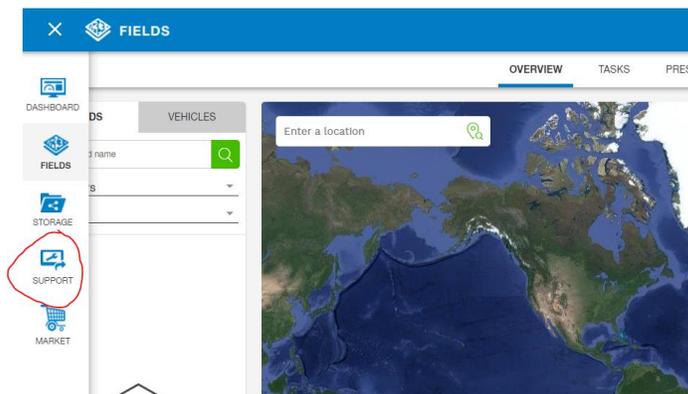
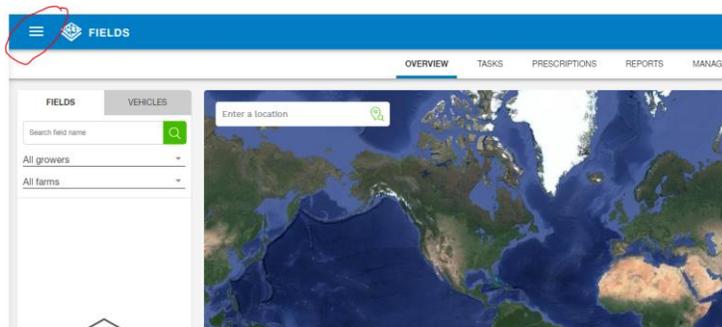
GET STARTED

Alternatively you can also click on the following link:

<https://tap-account.topconagriculture.com/change-password?token=af7b3bd1-c140-4df5-bfa5-7d9cabd5c4da&email=a.b.hicks@sasktel.net&redirectUrl=https://tap-account.topconagriculture.com/login&locale=en>

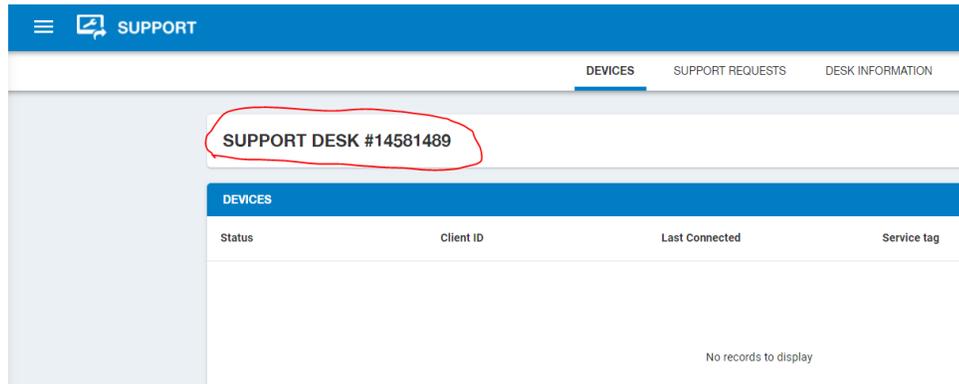
This registration link will expire in 5 days, after this period you could renew the registration following the instructions at the “Get Started.”

- (6) This will open a new tab in your browser. Read the Services Agreement, check the “I agree” button, and submit.
- (7) Create a password and submit.
- (8) You will be directed to the login page; enter your e-mail and password to log-in.
- (9) Once in TAP, select the ‘three horizontal bars’ in the upper left hand corner which will bring up a drop-down menu. Select “Support”.





(10) This will provide your 8-digit “Support Desk #” which you can provide to the X35 user for use when requesting support.



NOTE: Requesting remote support from the X35 remains unchanged

A number of steps are required in the X35 to use this feature:

- Enable Remote Support in X35
- Establish wireless network connection for the X35 (typically Hotspot to mobile device)
- Enter DESK PIN of Remote Support user.

Detailed instructions are available on our website

<https://www.bourgault.com/ServiceParts/CustomerServiceCentreMainMenu/CustomerServiceCentreX35Apollo/X35ApolloAFirstTimeSetup/tabid/823/language/en-US/Default.aspx>



A.23 - Remote Support Setup

Remote Support provides a valuable feature for those who wish to help customers or other operators with any questions regarding the setup or operation of their X35 from a remote location.

